

Posted 1/23/10



WRTP • 3841 W. Wisconsin Ave., Milwaukee, WI 53208  
Office: (414) 342-9787 • Fax: (414) 342-3546 • Website: [www.wrtp.org](http://www.wrtp.org)

**Position: Client Services Director**

**Pay Range: Commensurate w/ Experience**  
**Hours: Full Time**

**Summary:**

The Wisconsin Regional Training Partnership (WRTP)/BIG-STEP, a leader in the workforce intermediary arena, is searching for a Director of Client Services to lead and provide strategic planning to their programming, as well as leading a team and working directly with the private sector, public sector, and community based organizations to deliver outstanding service at its Center of Excellence for skilled trades and industry.

**Major Position Responsibilities:**

*Planning*

- Lead annual program delivery planning with Leadership Team
  - Develop and implement process for annual program delivery planning
  - Engage appropriate parties for annual program delivery planning
  - Develop a comprehensive program delivery plan each year that includes goals and strategies
  - Monitor program plan throughout the year
- Develop departmental work plans

*Team Leader*

- Work with Leadership Team to determine if programs align with WRTP/BIG STEP's mission and vision
- Develop and implement plan for communicating assessment reports with the organization's leadership
- Collaborate with appropriate staff to conduct effective orientation sessions and provide quality customer service to all participants
- Implement client processes utilizing participant database
- Develop and implement strategies to move participants through efficient processes that lead to apprenticeships, training programs, direct placements, and other business services
- Work with Leadership Team to train and evaluate Program Staff.
  - Train assigned direct reports
  - Implement evaluations
  - Conduct annual performance planning to establish goals and objectives with Program Staff
  - As team leader, lead the day-to-day work of these positions, ensuring that objectives and goals are met
- Oversee programs with the workforce development and training center, funding agencies, training providers, and community partners (in collaboration with the Partner Relations Coordinator)
- Ensure Employment & Training Coordinators build relationships with case managers

*Coordination*

- Coordinate with the Business Administration Director and Program Staff to ensure program success
  - Meet regularly with the Business Administration Director to ensure that programs are meeting goals, requirements, and regulations
  - Review and sign off on all program reports prior to their submission to funders
  - Lead internal evaluations of programs with the Program Staff

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**Partner Relations Coordinator**

*(To be handled by the Client Services Director until the Partner Relations Coordinator can be hired)*

- Strategically nurture relationships with workforce development agency and community- and faith-based organization partners, thereby growing the referral network
- Communicate with external partners to ensure effective pre-qualification of job candidates and to arrange employer interviews for viable candidates
- Coordinate regular communications with partners
- Inform partners of WRTP/BIG STEP services
- Assist in marketing careers in targeted industries to community residents
- Regularly evaluate and recommend preferred partners

**Qualifications:**

- A minimum of a Bachelor's degree; Liberal Arts, Business or Public Administration preferred
- Demonstrate, through experience and/or education, the ability to lead a team, manage complex service delivery systems, and help monitor program performance
- Previous experience leading and directing staff
- Must have impressive project management experience, utilizing planning, leadership and organizational skills
- Proven ability to work effectively with business, labor, public sector, education, and community organizations to promote quality labor market practices
- Thorough knowledge of standard computer programs
- Must have outstanding oral and written communication skills
- Must have reliable transportation for regional travel
- Excellent people skills, with experience collaborating in a multi-disciplinary, diverse, and dynamic team
- Demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies, and guiding investment in people and systems
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented

Please Send Resume and Letter of Application to:

Selection Committee

Attn: Matt Waltz

Wisconsin Regional Training Partnership

3841 W. Wisconsin Ave.

Milwaukee, WI 53208

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The Wisconsin Regional Training Partnership is an Equal Opportunity Employer functioning under an affirmative action plan.